



wisconsin department of  
**children + families**

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Secretary Eloise Anderson

Division of Enterprise Solutions

February 15, 2011

To: Steve Martinelli  
Cost Allocation & Program Integrity Section  
Bureau of Finance

From: Sarah R. Cannon, Research Analyst,  
Bureau of Finance

Final  
Final

**RE: FFY'11 1<sup>st</sup> QUARTER RESULTS FOR THE RANDOM MOMENT TIME STUDY**

The Random Moment Time Study is a federally approved study used to accurately determine proportions of service worker time spent providing certain services to particular groups of clients. During the 1<sup>st</sup> quarter of Federal Fiscal Year 2011 (October 1 – December 31, 2010), 2760 telephone calls were conducted to county social service workers. Of these calls, **1,540** were recording work related to the needs of an individual client.

The Random Moment Time Study data has been tabulated for substitute care activity for the 1<sup>st</sup> quarter of Federal Fiscal Year 2011 (October 1 – December 31, 2010). Results of telephone interviews yield the following breakout of Foster Care activity (% results based on **1,540** client-related calls):

***Foster Care Activity***

		<b>Statewide RMTS Results</b> (Control and Experimental Guardianship Group calls have been excluded)					
		<i>Exempt Group</i>		<i>Unassigned Group</i>		<i>Total</i>	
		<i># of interviews</i>	<i>% of individual clients</i>	<i># of interviews</i>	<i>% of individual clients</i>	<i>Total # of interviews</i>	<i>Total % of individual clients</i>
<b>1. Eligibility Determination</b>							
01	Eligibility Determination	0	0.00%	0	0.00%	0	0.00%
	<b>Total Eligibility Determination</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>
<b>2. Foster Care Activities</b>							
02	Rate Setting	0	0.00%	1	0.06%	1	0.06%
03	Placement of Children	0	0.00%	35	2.27%	35	2.27%
08	Preparation for & Participation in Judicial Determination ( <i>less 2 subsidized guardianship calls</i> )	0	0.00%	108	7.01%	108	7.01%
09	Resource Development	0	0.00%	25	1.62%	25	1.62%
10	Recruitment	0	0.00%	2	0.13%	2	0.13%
21	Transportation for FC Administration	0	0.00%	16	1.04%	16	1.04%
41	Dev. Of Case Plan ~ Child-Medical	0	0.00%	0	0.00%	0	0.00%

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		<b>Statewide RMTS Results</b> (Control and Experimental Guardianship Group calls have been excluded)					
		Exempt Group		Unassigned Group		Total	
		# of interviews	% of individual clients	# of interviews	% of individual clients	Total # of interviews	Total % of individual clients
42	Dev. Case Plan ~ Child-Non-Medical	0	0.00%	8	0.52%	8	0.52%
43	Dev. Of Case Plan ~ Family Mbr-Medicaid eligible	0	0.00%	0	0.00%	0	0.00%
44	Dev. Of Case Plan (Family Mbr-Medicaid ineligible)	0	0.00%	0	0.00%	0	0.00%
51	Case Review ~ Child-Medical	0	0.00%	0	0.00%	0	0.00%
52	Case Review ~ Child-Non-Medical (less 1 subsidized guardianship call)	0	0.00%	39	2.53%	39	2.53%
53	Case Review ~ Family Mbr-Medicaid eligible	0	0.00%	0	0.00%	0	0.00%
54	Case Review (Family Mbr-Medicaid ineligible)	0	0.00%	0	0.00%	0	0.00%
61	Case Management ~ Child-Medical	0	0.00%	5	0.32%	5	0.32%
62	Case Management ~ Child-Non-Medical (less 8 subsidized guardianship calls)	1	0.06%	360	23.38%	361	23.44%
63	Case Management ~ Family Mbr-Medicaid eligible	0	0.00%	0	0.00%	0	0.00%
64	Case Management (Family Mbr-Medicaid ineligible)	0	0.00%	7	0.45%	7	0.45%
71	Referral for Services ~ Child-Medical	0	0.00%	0	0.00%	0	0.00%
72	Referral for Services ~ Child-Non-Medical	0	0.00%	0	0.00%	0	0.00%
73	Referral for Services ~ Family Mbr-Medicaid eligible	0	0.00%	0	0.00%	0	0.00%
74	Referral for Services (Family Mbr-Medicaid ineligible)	0	0.00%	1	0.06%	1	0.06%
<b>Total Claimable Foster Care Activities</b>		<b>1</b>	<b>0.06%</b>	<b>607</b>	<b>39.42%</b>	<b>608</b>	<b>39.48%</b>

In FFY11, 1<sup>st</sup> Quarter results of telephone interviews yield the following breakout of Pre-Placement Activity (% results based on 1,540 client-related calls):

<b>Pre-Placement Activity</b>		# of interviews	% of individual clients
13	Prevention Case Plan Exists	57	3.70%
15	Court Proceedings Started	6	0.39%
<b>Total Pre-Placement Activity</b>		<b>63</b>	<b>4.09%</b>

<b>Total Claimable Calls for Quarter</b>	<b>671</b>	<b>43.57%</b>
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There were 7 pre-placement calls regarding juvenile justice cases for FFY11 – 1<sup>st</sup> quarter. These were activities involving a juvenile delinquent who is at home, with a safety plan in place to prevent placement. Some of these cases involve juveniles who were previously placed outside the home, but reunified with their parent(s); with plans to prevent their re-removal. With these cases included in the Federal Claim, the net claimable calls were 44.28%; a mere 0.83% decrease from FFY10 – 4<sup>th</sup> quarter results.

With the removal of the 7 juvenile justice pre-placement activities (Codes 13 and 15) from the Federal Claim, the net claimable calls for FFY11 – 1<sup>st</sup> quarter is **43.83%**; a **1.27%** decrease from FFY10 – 4<sup>th</sup> quarter results (45.11%):

<b>Pre-Placement Activities - JJ Calls</b>			
13	Prevention Case Plan Exists	-7	-0.45%
15	Court Proceedings Started	-0	-0.00%
<b>Total JJ Pre-Placement Activities</b>		<b>-7</b>	<b>-0.45%</b>
<b>Total Claimable Calls for Quarter</b> ( <i>less Code 13 &amp; 15 for JJ Cases</i> )		<b>664</b>	<b>43.12%</b>

With the addition of the subsidized guardianship waiver calls, the total IV-E claimable activity is:

<b>Claimable Calls (Foster Care + Pre-Placement)</b>		<b>664</b>	<b>43.12%</b>
<b>Total Guardianship Calls</b>		<b>11</b>	<b>0.71%</b>
<b>Total Claimable Calls for Quarter</b> (guardianship + non-guardianship calls)		<b>675</b>	<b>43.83%</b>

Break-down for non-claimable, child-related calls:

	# of interviews	% of individual clients
<b><u>Non-Claimable Child-Related Calls</u></b>		
11 Not at Risk of Placement	373	24.22%
12 Positive Risk Assessment Completed	4	0.26%
16 Voluntary Kinship Placement	16	1.04%
81 Child Abuse/ Neglect Investigation	159	10.32%
82 Direct Social Services	13	0.84%
83 Juvenile Correctional Placements	20	1.30%
<b>Total Non-Claimable Child-Related Calls</b>	<b>585</b>	<b>37.99%</b>

<b>Total Child-Related Calls for Quarter</b>	<b>1,267</b>	<b>82.27%</b>
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Call Breakdown (% results based on 2,760 total RMTS calls):

Client-Related Calls	1,540	55.80%
Non-Client-Related Calls	1,220	44.20%
<b>Total Number of Calls for Quarter</b>	<b>2,760</b>	<b>100.00%</b>
Total Child-Related Calls	1,267	82.27%
Total Adult-Related Calls	273	17.73%
<b>Total Client-Related Calls</b>	<b>1,540</b>	<b>100.00%</b>

The following is a breakdown of the remaining **1,220** calls for the quarter (% results based on a total of 2760 calls):

<b><u>Non-Client-Related Calls</u></b>		
01 - Out-of Sample Calls	79	2.86%
02 – Vacation	291	10.54%
03 - Sick Leave	82	2.97%
04 - Compensatory Time	278	10.07%
05 – Leave	51	1.85%
06 - Personal Time (Breaks, Bathroom, etc.)	107	3.88%

07 - Staff Development	81	2.93%
09 - General Administrative Activities	207	7.50%
11 - Other Activity (Not Client-Related)	23	0.83%
23 - General Service Activity/ Resource Development	21	0.76%
<b>Total - Non-Client-Related Calls</b>	<b>1,220</b>	<b>44.20%</b>

The number of client-related calls has been relatively stable for the last 2 Federal Fiscal years (FFY09 thru FFY11). However, the overall claiming trend for the Social Service Random Moment Time Study has been increasing or remaining fairly stable from FFY08-4<sup>th</sup> quarter thru the current FFY11- 1<sup>st</sup> quarter; after declining for 2 quarters (FFY08-2<sup>nd</sup> quarter and FFY08-3<sup>rd</sup> quarter); due to changes in Federal candidacy rules. Currently, more activity is spent on child-related cases; more specifically, claimable child-related cases.

	FFY09 - 1 <sup>st</sup> Qtr	FFY09 - 2 <sup>nd</sup> Qtr	FFY09 - 3 <sup>rd</sup> Qtr	FFY09- 4 <sup>th</sup> Qtr	FFY10 - 1 <sup>st</sup> Qtr	FFY10 - 2 <sup>nd</sup> Qtr	FFY10- 3 <sup>rd</sup> Qtr	FFY10 - 4 <sup>th</sup> Qtr	FFY11 - 1 <sup>st</sup> Qtr
1. Eligibility Determination	0.00%	0.06%	0.06%	0.00%	0.06%	0.00%	0.00%	0.00%	0.00%
2. Foster Care Activity	28.93 %	33.64%	33.67%	34.42%	33.25%	34.75%	39.83%	39.15%	39.48%
4. Pre-Placement Activity	13.67 %	11.98%	9.60%	12.95%	11.70%	11.86%	11.72%	12.30%	4.09%
<b>Removal of Code 13&amp;15 JJ Cases</b>	<b>-9.58%</b>	<b>-7.35%</b>	<b>-5.97%</b>	<b>-7.82%</b>	<b>-7.54%</b>	<b>-7.08%</b>	<b>-7.26%</b>	<b>-7.01%</b>	<b>-0.45%</b>
Total Claimable Calls (excluding sub. guardianship calls)	33.02 %	38.33%	37.36%	39.55%	37.47%	39.53%	44.29%	44.44%	43.12%
Subsidized Guardianship Calls	0.20%	0.31%	0.66%	0.38%	0.38%	0.48%	0.31%	0.66%	0.71%
Total Claimable Calls	33.22 %	38.64%	38.02%	39.93%	37.85%	40.01%	44.60%	45.10%	43.83%

Note:

1. Effective with FFY09 – 1<sup>st</sup> quarter, Juvenile Justice Pre-Placement Activities have been removed from the SSRMTS.
2. Effective with FFY10 – 2<sup>nd</sup> quarter, Milwaukee County JJ, Aging and Disability Units were removed from the SS RMTS.
3. Effective with FFY11 – 1<sup>st</sup> quarter, Claimable Pre-Placement Activities have been limited to those cases where a safety plan is in place to prevent a child's removal from the home.

Due to the ACR Review, September, 2009, Pre-Placement Activities for Juvenile Justice Cases has been removed from the Federal Claim. Despite this removal, there has been a minimal decrease in the Federal IV-E Claim for the FFY11 – 1<sup>st</sup> quarter; due to the continued economic situation in Wisconsin.

The increase in the unemployment rate continues to add significant amounts of stress on the parents in Wisconsin, resulting in a 2.88% increase in child abuse/ neglect investigations from the beginning of the recession, 7.44% in FFY08-3<sup>rd</sup> quarter vs. 10.32% in FFY11- 1<sup>st</sup> quarter – with the highest percentage of abuse/ neglect investigations in FFY10-1<sup>st</sup> and 2<sup>nd</sup> quarters (11.64% and 10.96% respectfully).

### Abuse/ Neglect Investigations

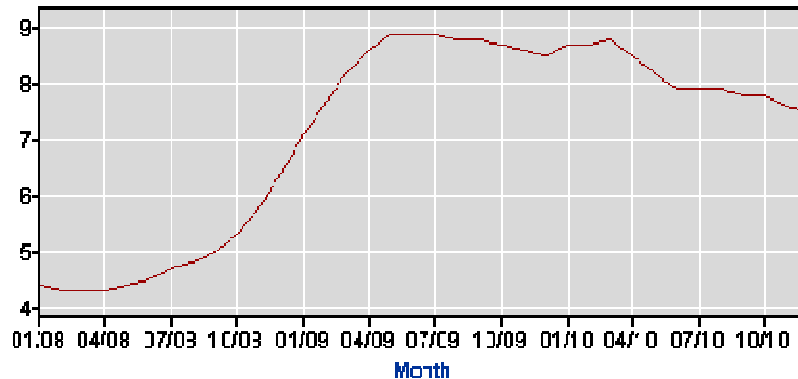
FFY08 – 1 <sup>st</sup>	7.11%	FFY09 - 1 <sup>st</sup>	8.45%	FFY10 – 1 <sup>st</sup>	11.64%	FFY11 – 1 <sup>st</sup>	10.32%
FFY08 – 2 <sup>nd</sup>	6.85%	FFY09 – 2 <sup>nd</sup>	8.46%	FFY10 – 2 <sup>nd</sup>	10.96%	FFY11 – 2 <sup>nd</sup>	
FFY08 – 3 <sup>rd</sup>	7.44%	FFY09 – 3 <sup>rd</sup>	10.56%	FFY10 – 3 <sup>rd</sup>	9.12%	FFY11 – 3 <sup>rd</sup>	
FFY08 – 4 <sup>th</sup>	7.70%	FFY09 – 4 <sup>th</sup>	10.58%	FFY10 – 4 <sup>th</sup>	10.05%	FFY11 – 4 <sup>th</sup>	

Based on information taken from the United States Department of Labor, [www.bls.gov](http://www.bls.gov), the economy is continuing to improve. Wisconsin has seen a 2.2% increase in unemployment rates since October, 2008, the beginning of the 2009 Federal Fiscal year. Unemployment rates were at its highest (8.9% for May thru July, 2009) and have since fallen to 7.5% in December, 2010; which is still a 2.2% increase from October, 2008 rates:

Year	Period	labor force	employment	unemployment	unemployment rate
2008	Oct	3079291	2915252	164039	5.3
2008	Nov	3085120	2906525	178595	5.8
2008	Dec	3093131	2895446	197685	6.4
2009	Jan	3101838	2882997	218841	7.1
2009	Feb	3109716	2870292	239424	7.7
2009	Mar	3114597	2858091	256506	8.2
2009	Apr	3115045	2846659	268386	8.6
2009	May	3110490	2835182	275308	8.9
2009	Jun	3100872	2823539	277333	8.9
2009	Jul	3087603	2812003	275600	8.9
2009	Aug	3073024	2801169	271855	8.8
2009	Sep	3058942	2791177	267765	8.8
2009	Oct	3046225	2782208	264017	8.7
2009	Nov	3035017	2774405	260612	8.6
2009	Dec	3026400	2768244	258156	8.5
2010	Jan	3030254	2767598	262656	8.7
2010	Feb	3039902	2774849	265053	8.7
2010	Mar	3046655	2777970	268685	8.8
2010	Apr	3052300	2792031	260269	8.5
2010	May	3054065	2803686	250379	8.2
2010	Jun	3040729	2799931	240798	7.9
2010	Jul	3030450	2792525	237925	7.9
2010	Aug	3029737	2790489	239248	7.9
2010	Sep	3031807	2796086	235721	7.8
2010	Oct	3033333	2797159	236174	7.8
2010	Nov	3040948	2808985	231963	7.6
2010	Dec	3050103(P)	2822425(P)	227678(P)	7.5(P)

*P = Preliminary*

### unemployment rate



### **Claimable Foster Care Activities**

Statewide foster care activities slightly increased from the previous quarter, increasing 0.33% - from 39.15% (FFY10- 4<sup>th</sup> quarter) to 39.48% (FFY11 – 1<sup>st</sup> quarter). Almost all Foster Care codes remained fairly stable, with two exceptions. There was a 1.26% increase in Code “08”, Preparation for & Participation in Judicial Determination and a 0.95% increase in Code “52”, Case Review (non-medical). Overall, the time worker’s spent on case management activities for children who have been removed from their parental homes, and placed in court-ordered relative, foster care, group home and residential care placements was relatively stable.

The Bureau of Milwaukee Child Welfare has seen a mere 0.20% drop in claimable foster care activity for children who have been removed from their parental homes and placed in court-ordered relative, foster care, group home or residential care placements. However, this is a 4.23% drop from a previous high in foster care activity of 67.71% in FFY10 – 3<sup>rd</sup> quarter.

### **Bureau of Milwaukee Child Welfare**

For BMCW, there was a mere 0.02% decrease in claimable foster care activities. There were increases in Codes “08” – Preparation for & Participation in Judicial Determination, Code “42” - Development of Case Plan and Code “52” - Case Review. However, there were almost identical decreases in Codes “03” – Placement of Children, Code “09” – Resource Development, “62” – Case Management (Child) and Code “64” – Case Management (Family Member).

Overall, the same amount of worker time was spent on cases involving children who were placed in claimable out-of-home placements from FFY10 – 4<sup>th</sup> quarter to FFY11 – 1<sup>st</sup> Quarter. However, there was a significant, 4.23% decrease in claimable foster care activity from FFY10 – 3<sup>rd</sup> quarter (67.71%) to FFY 11 – 1<sup>st</sup> quarter (63.48%).

### **Child Placing Agencies**

Child-Placing Agency calls actually saw a decrease in total claimable IV-E foster care activity; which decreased 1.55% from 96.40% (FFY10-4<sup>th</sup> quarter) to 94.85% (FFY11-1<sup>st</sup> quarter). This decrease can be attributed to large decreases in Code “08” – Preparation for & Participation in Judicial Determination (6.31% decrease); Code “21” – Transportation for FC Administration (0.77% decrease) and Code “42” – Development of Case Plan (2.70% decrease).

There were significant increases in Code “03” – Placement of Children and Code “61” Case Management (Medical). However, overall, less worker time was spent on child-related cases involving children who were placed in claimable out-of-home placements.

### **Claimable Pre-Placement Activities**

Statewide, pre-placement activities decreased 8.21% from 12.30% (FFY10-4<sup>th</sup> quarter) to 4.09% (FFY11-1<sup>st</sup> quarter). Effective with the start of FFY11, pre-placement activity was limited to those cases involving children who are in the parental home and an open safety plan is in effect to prevent the placement of children outside the home. Calls involving children who only had an open court order in place were removed from claimable activity.

There were only 7 calls involving juveniles who were at home with an open safety plan in place to prevent placement (primarily those children who were in previous out-of-home placements with plans in place to prevent their re-removal. However, when you remove those 7 calls, there was still a 1.65% decrease from 5.29% (FFY10 – 4<sup>th</sup> quarter) to 3.64% (FFY11 – 1<sup>st</sup> quarter).

BMCW saw a substantial decrease in pre-placement activities; which decreased 4.20% from 12.63% (FFY10-4<sup>th</sup> quarter) to 8.43% (FFY11- 1<sup>st</sup>); due to a 3.68% decrease in Code “13” – Prevention Case Plan Exists. Less worker activity in BMCW during FFY11 – 1<sup>st</sup> quarter was spent on children who were still in parental home or reunified with their parent(s). There was only one sample in which a worker was performing pre-placement activity from Child Placing Agencies for the FFY11 – 1<sup>st</sup> quarter.

### **Non-Claimable Child-Related Calls**

Statewide, non-claimable child-related calls dramatically increased 6.11% from 31.88% in FY10 – 4<sup>th</sup> quarter to 37.99% in FFY11 – 1<sup>st</sup> quarter. This activity increased due to safety plan requirement for claimable pre-placement activity; no longer including activity involving children who are at home, but are under court orders for prevention (without having a safety plan in place to prevent removal from the home). Code “11” – Not at Risk of Placement increased 6.56% from 17.66% (FFY10-4<sup>th</sup> quarter) to 24.22% (FFY11-1<sup>st</sup> quarter). Child abuse/ neglect investigations additionally still remain high at 10.32%. Prior to the global recession, child abuse/ neglect investigations remained relatively stable at @ 7% of all client-related calls.

### **Non-Client Related Calls**

The breakdown for non-client-related activities decreased 1.01% from FFY10 – 4<sup>th</sup> Qtr results, 45.22% of all calls to FFY11- 1<sup>st</sup> Qtr results (44.20%). The greater number of non-client related calls can be attributed to a 3.51% decrease in the Out-of-sample rate; which decreased from 6.38% in FFY10 – 4<sup>th</sup> quarter to 2.86% FFY11 – 1<sup>st</sup> Quarter. The turnover calls (layoffs, retirements, promotions, etc.) made up 1.12% of the out-of-sample rate; which is a 1.52% decrease from the FFY10-4<sup>th</sup> quarter results of 2.64%. No response and responded too late calls made up 1.74% of the out-of-sample calls for FFY11 – 1<sup>st</sup> quarter, a 1.99% decrease from FFY10 – 4<sup>th</sup> quarter results of 3.73%.

BMCW’s non-client-related calls decreased 3.19% from 45.40% to 42.21%. BMCW’s out-of-sample rate decreased 3.98% to 10.39%. This is a slight improvement as BMCW has averaged an out-of-sample rate around 11%; still significantly above the state-wide average of 5%.

BMCW does have a huge turnover; which has contributed to 2.86% statewide out-of-sample rate for the quarter. BMCW’s FFY11-1<sup>st</sup> quarter out-of-sample rate was 10.39%. No responses or late responses made up 5.84% (18 calls) of this out-of-sample rate; whereas, no longer with the agency or promotion samples made up 4.55% of BMCW’s out-of-sample rate.

Child Placing Agencies had a 3.63% increase in non-client-related activity – increasing from 43.94% to 47.57%. Most of this can be attributed to increases in Vacation Time and Comp/ Flex time.

Like the Statewide and BMCW percentages, Child Placing Agencies decreased their out-of-sample Calls; decreasing 3.22% from 8.08% to 4.86%. Child Placing Agencies had no out-of-sample calls due to no response or late responses. The entire 10.39% out-of-sample rate is attributed to turnover.

To continue this improvement in the out-of-sample rate, all workers, supervisors and liaison's at the BMCW sites and at the Child Placing Agencies have been sent an email reminding them of the importance of compliance in responding to the time study within 48 hours or two business days to reduce the portion of Out-of Sample calls that they have a control over – the non-response rates. When an individual sample is thrown out, pollers send reminder emails to those workers to respond within the 48 hour time frame.

Additionally, to help reduce the out-of-sample rates, both pollers are sending emails to workers after the 1<sup>st</sup> business day to improve the response rate and have called supervisors and liaisons to help assist in more timely responses. A monthly tabulation of no responses and turnover rate is compiled to more closely monitor compliance of the timeliness requirements of the time study.

To determine Subsidized Guardianship and WISACWIS claims, the break-out of the 308 calls to BMCW are as follows (**based on 178 client-related calls**):

Activity Description	Unassigned & Exempt Group		Control Group		Experimental Group		Total	
	# of indicated interviews	% of activity for individual clients	# of indicated interviews	% of activity for individual clients	# of indicated interviews	% of activity for individual clients	Total # of indicated interviews	Total % of activity for individual clients
<b>1. IV-E Eligibility Determination</b>								
01 Eligibility Determination	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>
<b>2. Foster Care Activity</b>								
02 Rate Setting	0	0.00%	0	0.00%	0	0.00%	0	0.00%
03 Placement of Children	3	1.69%	0	0.00%	0	0.00%	3	1.69%
08 Preparation for & Participation in Judicial Determination	27	15.17%	1	0.56%	1	0.56%	29	16.29%
09 Resource Development	0	0.00%	0	0.00%	0	0.00%	0	0.00%
10 Recruitment	0	0.00%	0	0.00%	0	0.00%	0	0.00%
21 Transportation for FC Administration	1	0.56%	0	0.00%	0	0.00%	1	0.56%
41 Dev. Of Case Plan (Child-Medical)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
42 Dev. Case Plan (Child-Non-Medical)	3	1.69%	0	0.00%	0	0.00%	3	1.69%
43 Dev. Of Case Plan (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
44 Dev. Of Case Plan (Family Mbr-Medicaid ineligible)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
51 Case Review (Child-Medical)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
52 Case Review (Child-Non-Medical)	8	4.49%	1	0.56%	0	0.00%	9	5.06%
53 Case Review (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
54 Case Review (Family Mbr-Medicaid ineligible)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
61 Case Management (Child-Medical)	1	0.56%	0	0.00%	0	0.00%	1	0.56%

<b>Activity Description</b>	<b>Unassigned &amp; Exempt Group</b>		<b>Control Group</b>		<b>Experimental Group</b>		<b>Total</b>	
	# of indicated interviews	% of activity for individual clients	# of indicated interviews	% of activity for individual clients	# of indicated interviews	% of activity for individual clients	Total # of indicated interviews	Total % of activity for individual clients
<b>62 Case Management (Child-Non-Medical)</b>	57	32.02%	<b>4</b>	<b>2.25%</b>	<b>4</b>	<b>2.25%</b>	65	36.52%
63 Case Management (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
64 Case Management (Family Mbr-Medicaid ineligible)	1	0.56%	0	0.00%	0	0.00%	1	0.56%
71 Referral for Services (Child-Medical)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
72 Referral for Services (Child-Non-Medical)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
73 Referral for Services (Family Mbr-Medicaid eligible)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
74 Referral for Services (Family Mbr-Medicaid ineligible)	1	0.56%	0	0.00%	0	0.00%	1	0.56%
<b>Total Foster Care Activity</b>	<b>102</b>	<b>57.30%</b>	<b>6</b>	<b>3.37%</b>	<b>5</b>	<b>2.81%</b>	<b>113</b>	<b>63.48%</b>
<b>Preventing Foster Care Activity</b>								
13 Prevention Case Plan Exists	15	8.43%	0	0.00%	0	0.00%	15	8.43%
14 Eligibility Determination Exists	0	0.00%	0	0.00%	0	0.00%	0	0.00%
15 Court Proceedings Started	0	0.00%	0	0.00%	0	0.00%	0	0.00%
<b>Total Preventing Foster Care Activity</b>	<b>15</b>	<b>8.43%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>15</b>	<b>8.43%</b>
<b>BMCW – Total Claimable calls for the Qtr (including guardianship calls)</b>	<b>117</b>	<b>65.73%</b>	<b>6</b>	<b>3.37%</b>	<b>5</b>	<b>2.81%</b>	<b>128</b>	<b>71.91%</b>

The following is the break-out of the non-claimable BMCW activity:

<b><u>BMCW – Non-Claimable Child-Related Calls</u></b>								
11 Not at Risk of Placement	22	12.36%	0	0.00%	0	0.00%	22	12.36%
12 Positive Risk Assessment Completed	0	0.00%	0	0.00%	0	0.00%	0	0.00%
16 Kinship Placement as FC Prevention (no MA)	0	0.00%	0	0.00%	0	0.00%	0	0.00%
17 Kinship Placement – MA	0	0.00%	0	0.00%	0	0.00%	0	0.00%
81 Child Abuse/ Neglect Investigation	26	14.61%	0	0.00%	0	0.00%	26	14.61%
82 Direct Social Services	0	0.00%	0	0.00%	0	0.00%	0	0.00%
83 Juvenile Correctional Placements	1	0.56%	0	0.00%	0	0.00%	1	0.56%
<b>Total Non-Claimable Child-Related Calls</b>	<b>49</b>	<b>27.53%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>49</b>	<b>27.53%</b>
<b>Total BMCW – Child-Related Calls</b>								
	<b>166</b>	<b>93.26%</b>	<b>6</b>	<b>3.37%</b>	<b>5</b>	<b>2.81%</b>	<b>177</b>	<b>99.44%</b>
BMCW – Client-Related Calls	167	54.22%	6	1.95%	5	1.62%	178	57.79%
BMCW – Non-Client-Related Calls	130	42.21%	0	0.00%	0	0.00%	130	42.21%
<b>Total Number of Calls to BMCW for Quarter</b>	<b>297</b>	<b>96.43%</b>	<b>6</b>	<b>1.95%</b>	<b>5</b>	<b>1.62%</b>	<b>308</b>	<b>100.00%</b>
Total BMCW – Child Related Calls	166	93.26%	6	3.37%	5	2.81%	177	99.44%
Total BMCW – Adult-Related Calls	1	0.56%	0	0.00%	0	0.00%	1	0.56%
<b>Total BMCW Client-Related Calls</b>	<b>180</b>	<b>93.82%</b>	<b>6</b>	<b>3.37%</b>	<b>5</b>	<b>2.81%</b>	<b>178</b>	<b>100.00%</b>

The following is a breakdown of the remaining **130** calls for the quarter (% results based on a total of 308 calls):

	<b>Unassigned &amp; Exempt Group</b>		<b>Control Group</b>		<b>Experimental Group</b>		<b>Total</b>	
	# of indicated interviews	% of activity for individual clients	# of indicated interviews	% of activity for individual clients	# of indicated interviews	% of activity for individual clients	# of indicated interviews	% of activity for individual clients
<b>Non-Client-Related Calls</b>								
01 - Out-of Sample Calls	32	10.39%					32	10.39%
02 - Vacation	18	5.84%					18	5.84%
03 - Sick Leave	8	2.60%					8	2.60%
04 - Compensatory Time	22	7.14%					22	7.14%
05 - Leave	0	0.00%					0	0.00%
06 - Personal Time (Breaks, Bathroom, etc.)	13	4.22%					13	4.22%
07 - Staff Development	18	5.84%					18	5.84%
09 - General Administrative Activities	18	5.84%					18	5.84%
11 - Other Activity (Not Client-Related)	1	0.32%					1	0.32%
23 - General Service Activity/ Resource Development	0	0.00%					0	0.00%
<b>Total BMCW - Non-Client Related Calls</b> <i>(% based on 348 total calls to Milwaukee)</i>	<b>130</b>	<b>42.21%</b>					<b>130</b>	<b>42.21%</b>
<b>Total BMCW Calls</b>	<b>308</b>	<b>100%</b>					<b>308</b>	<b>100%</b>

With the elimination of calls to Juvenile Justice, Aging and Disability Unit workers, virtually all of the calls to BMCW (99.44%) are child-related calls. This continues to be a main factor for the continued increases in child-related activity; and potentially increases in IV-E claimable activity for BMCW. Fewer calls were made to workers who were not working with children. And fewer calls were made to those workers who were not performing IV-E claimable activities. There was a 3.19% increase in client-related calls; which increased from 54.60% to 57.79%.

### **Claimable Foster Care Activities**

The total BMCW IV-E claim decreased 4.41% from 76.32% (FFY10-4<sup>th</sup> quarter) to 71.91% (FFY11 – 1<sup>st</sup> quarter results). This is entirely due to decreases in pre-placement activities. There was virtually no change in claimable foster care activity from FFY10 – 4<sup>th</sup> quarter (63.68%) to FFY11 – 1<sup>st</sup> quarter (63.48%). However, there was a 4.20 % decrease in pre-placement activity; from 12.63% (FFY10-4<sup>th</sup> quarter) to 8.43% (FFY11-1<sup>st</sup> quarter). Virtually the same number of samples involved children who were removed from their homes; but activities to prevent their placement/ re-placement into foster care have decreased.

The most significant increases were seen in Code “08”- Preparation for and Participation in Judicial Determination(1.56%), Code “42” – Development of a Case Plan (1.69%), and Code “52” – Case Review (1.90%). The most significant decreases were seen in Code “03” – Placement of Children (1.47%), Code “62” – Case Management: Child (1.90%) and Code “64” – Case Management: Family (2.07%).

### **Claimable Pre-Placement Activities**

Similar to Statewide results, there was a significant decrease in claimable Pre-Placement Activities for the BMCW. Claimable Pre-Placement Activities decreased 4.20% from 12.63% to 8.43%. Fewer children were at home with safety plans in place to prevent placement or re-removal from the home for the FFY11 – 1<sup>st</sup> quarter.

### **Non-Claimable Foster Care Activities**

Non-Claimable Foster Care Activities in BMCW increased 4.37% from FFY10 – 3<sup>rd</sup> quarter (23.16%) to 27.53% (FFY11 – 1<sup>st</sup> quarter). This is as a result of increases in Code “11” – Not at Risk of Placement and Code “81” – Child Abuse/ Neglect Investigations. Statewide child abuse/ neglect investigations only merely increased 0.27% from 10.05% to 10.32%. However, the child abuse/neglect investigations in BMCW increased at a greater percentage (1.98%), from 12.63% (FFY10-4<sup>th</sup> quarter) to 14.61% (FFY11-1<sup>st</sup> quarter).

Similar to State-wide results, BMCW workers continue to work on child-related cases; more specifically on cases involving children who have already been removed from the parental homes and placed in claimable foster care settings or on activities spent to prevent a child’s placement. Until the economy resumes to FFY08 levels, I will expect the Statewide IV-E claimable activity to continue to remain stable or increase.

	FFY09 -2 <sup>nd</sup> Qtr	FFY09 – 3 <sup>rd</sup> Qtr	FFY09– 4 <sup>th</sup> Qtr	FFY10 - 1 <sup>st</sup> Qtr	FFY10 – 2 <sup>nd</sup> Qtr	FFY10 – 3 <sup>rd</sup> Qtr	FFY10 – 4 <sup>th</sup> Qtr	FFY11 – 1 <sup>st</sup> Qtr
1. Eligibility Determination	0.00%	0.00%	0.00%	0.39%	0.00%	0.00%	0.39%	0.00%
2. Foster Care Activity	48.29%	44.66%	54.22%	51.76%	60.73%	67.71%	63.68%	63.48%
3. Pre-Placement Activity	13.25%	11.07%	12.44%	10.59%	9.95%	8.85%	12.63%	8.43%
Total Claimable Calls ( <i>including subsidized guardianship calls</i> )	61.54%	55.73%	66.67%	62.75%	70.68%	76.56%	76.32%	71.91%

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